



Millvale House
L E V I N

September 2018

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Family Newsletter

A message from Ravi and Maria

Warmest greetings from the team at Millvale House Levin.

While winter is finally officially over, the weather can still be cold and often unpredictable, so it is important for us all to be aware of the need to safeguard our residents' health. Please remember that if you are unwell, it is best to remain at home until you are completely recovered. You know that your loved one is warm and comfortable here with their Millvale 'family' in your absence.

We are pleased to share the good news that in addition to our well-established High Dependency unit Aroha Nui, we now offer hospital, rest home and respite care in our lovely new Haumarua Wing. We are currently welcoming enquiries and viewings from new friends and families and look forward to welcoming some new faces to our Millvale House Levin family.

We would like to take this opportunity to welcome a few new staff members to our team, as we are always glad to have fresh energy on board. We appreciate the skills and experience new staff members bring to our team, and the passion with which they embrace our Vision and Values.

Over the last few months we have joined in celebrating a number of traditional festivals and special days, including Easter, St Patrick's Day, Anzac and Mothers' Day. We like to emphasise the importance of these special occasions, centring craft activities and decorations around them where appropriate, and using them as an excuse to have fun, reminisce and celebrate together. A highlight is always the wonderful food lovingly prepared by our cooks, including home baking, sweet treats and delicious savouries.

Our residents have also been making the most of time indoors in our cosy lounge



watching favourite movies. Musicals are always popular, including The Sound of Music and Mary Poppins. The Royal Wedding and the birth of a new royal baby have been sources of great interest, as well as the exciting news of the birth of our own Prime Minister Jacinda Ardern's baby girl.

Our Diversional Therapist Robert is always happy to discuss any ideas you may have for activities your loved one would enjoy, and is currently extending his knowledge and skills by attending a class in Cognitive Stimulation Therapy at Mid Central Hospital in Palmerston North.

We would like to thank all Welfare Guardians for returning the recent Survey, the results of which are included in this newsletter. In response to one comment, we would like to remind families of the small lounge areas where they can take their loved one for private conversations or family time. Staff will be happy to assist to move residents to these areas.

We hope you will join us to enjoy the warmer weather ahead. It is a special season where we delight in 'rugging up' and getting out into the spring sunshine, sitting in the sun beside a window, relaxing in the warm lounge or in a cosy bedroom, and of course the delight of the cooler seasons, sharing bowls of hot homemade soup together.

As the end of life approaches



Making decorations for St Patrick's Day

~*~*~*~*~*~*~*~*~*~*

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 May love and laughter light
 your days,
 and warm your heart and
 home.
 May good and faithful friends
 be yours,
 wherever you may roam.
 May peace and plenty bless
 your world
 with joy that long endures.
 May all life's passing
 seasons
 bring the best to you and
 yours! 🍀🍀

~ Irish Blessing ~



Enjoying baking together

Often we can't find words to discuss the inevitable time ahead for each and every one of us: our last days or hours on earth. What will that be like? What might we expect and who will help us?

As you or your loved one enters our home a discussion about what may happen as you or your loved one's health declines should occur.

"Thinking about your loved one's quality of life" is a document to start discussion for families and residents in association with registered nurses. The discussion centres around what to expect, what care can be given, what can be planned in advance and what pastoral and practical support can be offered. This discussion should take place soon after your or your loved ones admission.

Many people are unfamiliar with end of life care and are unsure about our ability to provide this. In fact all our Registered Nurses are trained and competent to provide nursing care to residents at the end of their life. Extra support can be sought through Nurse Practitioners or General Practitioners if indicated, and on occasion a community palliative care nurse may provide support. For the most part, however, onsite staff manage residents' end of life care entirely. This means there is usually no need for a person to be moved to hospital. Rather, they can pass away here at their home, among people they love and who love them.

It is also important to know that as the end approaches, close family members can stay with their loved one day and night if they wish to. We will make arrangements for a lazy boy chair to be brought into the room for your comfort, and will provide you with meals, cups of tea and shower facilities. This is your loved one's home, and when the time comes for them to pass away, it becomes your

home also.

Planning ahead for your or your loved one's end of life care allows you the opportunity to think through what might happen, whether there is a sudden unpredictable decline in health, or health decline is slower. Planning for both eventualities is important, especially when thinking about notifying extended family who may need or want to travel at that time. Is your preference for public hospital inpatient acute setting treatment, or loving supportive care in the home with people you or your loved one know well? It is also important to consider what quality of life might be like during proactive treatment and potentially beyond. Sometimes treatment options are not indicated medically for the very reason that the person would suffer too much during the process. Generally medical interventions are reduced when a person is known to be dying, and there is a focus on comfort care. This often includes staying here in the care home with those they know and love.

Often people imagine that death is a painful process. In most cases this is not the case. If pain is present, it can be managed effectively. All homes provide a range of vital medicines and nursing skill to manage any pain there may be.

Having conversations about what is likely to occur, what support is available, especially family support, and what happens after death, is important. Planning through a formal document called Advanced Care Planning is helpful. You and your loved one's wishes can be upheld.

Please arrange a time as soon as practicable to talk through end of life care and any desires, requests, worries or concerns you have. We are here to help you navigate this journey.

Planning for the Future

This is the time of year when we plan for the next 12 months. This year has been particularly interesting as we decided that our Vision and Values that have guided us for the last 18 years were in need of updating before we embarked on developing a new Business Plan. Our Vision and Values and our plans are interdependent, and are intrinsic to the way we care for people.

The result of our review of our Vision and Values is now in draft form. This has involved much discussion and our teams have all been able to be part of this. The draft is below for your interest and input. You may notice that there are some new principles incorporated that reflect our developing thoughts around inclusivity and increasing commitment to support the realisation of the potential of every person. We have been inspired and invigorated by this process. If you would like to make comment or have ideas, please feel free to email vicky@dementiacarenz.co.nz.

We are adding the finishing touches to our Business Plan for the upcoming 12 months. This is the culmination of a process which has taken much energy and conversation, with input sought

Andrew Sheard

from our wider staff team in the context of our Strategic Plan.

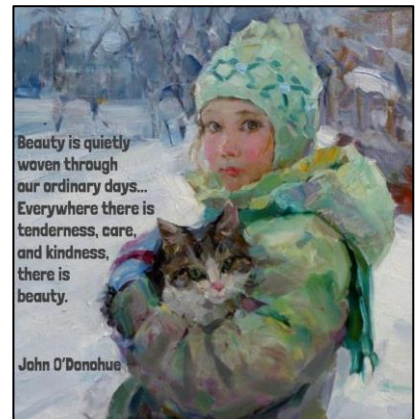
Being relatively small and privately run, we have the advantage of being 'light on our feet', able to make changes quickly and adapt to changing thoughts on the best ways to ensure dignity and care for people. In the next little while a shift in thinking will become increasingly apparent in our approach to caring for people. This is focused on an enhanced awareness of the absolute human right to dignity, respect, acceptance and freedom for all.

Heraclitus, a Greek philosopher, is known for his ideas of change being central to the universe. I particularly like this quote from Heraclitus and it seems relevant to where we are and where we are going:

"You cannot step into the same river twice, for fresh waters are ever flowing in upon you."

I am enjoying working with a wonderful team who bring fresh ideas.

It is our absolute pleasure and a privilege to care for the people who live in the homes we provide. Thank you for giving us this opportunity.



Current Vision and Values

OUR VISION

To create a loving, warm and homely atmosphere where each person is supported to experience each moment richly

OUR VALUES

We strive to achieve this vision by promoting:

- * the uniqueness of each person
- * the immense value of each person
- * openness, honesty and integrity

In these ways we enrich each person, the community and the world

Proposed Vision and Values

OUR VISION

To accept all people with kindness and love
 To provide peace, comfort and joy
 To be proactive, innovative and courageous
 To enrich each person, the community and the world

OUR VALUES

We strive to achieve this vision by working with openness, honesty, integrity and passion.

THE WORK WE DO

We establish trusting relationships based on respect and acceptance
 We encourage people's participation in companionhip-based care in their small homes

We stay alongside people as they journey towards the end of their life
 We welcome family/whanau and the wider community as integral to people's lives

We promote inclusion and the rights and values of each person

We celebrate unity in diversity

We support each person to fully realise their personal potential

Welfare Guardian Survey results

In this year's surveys a number of questions were added to obtain an overall rating in some key performance areas.

There were also a number of supporting questions in some key performance areas. These had a benchmark set at 75%. In areas where results are below this mark it would be expected that a Quality Improvement is raised to address the shortfall.

For Millvale House Levin, 15 welfare guardian surveys were sent out on the 8th January 2018. 6 responses were received before the close off date of 31 January 2018, giving a 40% return rate.

The sections of the survey relating to staffing and medical received the most positive response.

For your interest and information, here are some of the comments we received. A 'QI' is a quality improvement, which is a mechanism in our quality system for positive change.

If you could change one thing at this home, what would it be?

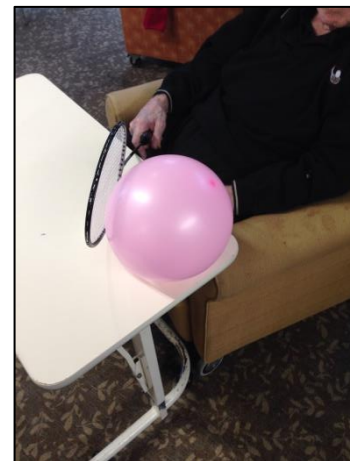
- "More activities."
- More outings
- "Nothing - love the home the way it is."

Is there any way we could make visiting more comfortable for you?

- "Keep up the good work."
- "I am satisfied with visiting 'resident's name' either in his room or the first small lounge area."

Do you have any further comments?

- "No keeping the patients together with staff handy is excellent, most caring - Love the atmosphere at the home it feels like family, our other family."
- "The staff in Levin are amazing. They are patient and kind and in my view have a good understanding of dementia. 'Resident's name' is always clean i.e. his clothing is clean, most times when I visit he has been showered AND he has never been wet when I've visited. They all deserve a medal!"
- "We are happy that the Doctor visits once per week and if there is any issue the Doctor can be bought in anytime."



A friendly yet competitive game of balloon badminton



Celebrating the cultural diversity of our staff team with national costumes and food at our recent 'social cultural gathering'

Find us on

Millvale House Levin now has a Facebook page!

We warmly welcome visits, "likes," questions and ideas from the families of our residents.

Find us by Googling: *Millvale House Levin Facebook*